

(REVISED)

CITY OF ROSWELL, NM

EOE

POSITION OPENING #15-027

POSITION: Emergency Communications Dispatcher **DEPARTMENT:** Consolidated Dispatch
WORK SCHEDULE: Hours will vary to include weekdays, evenings, weekends and holidays. 12 hour shift.
STARTING HOURLY RATE: \$15.2460 to \$18.7506 hourly **STATUS:** Regular Full-Time
OPENING DATE: February 20, 2015 **DEADLINE TO SUBMIT REQUIRED APPLICATION:** Until Filled

EMERGENCY COMMUNICATIONS DISPATCHER

Definition and Distinguishing Characteristics

This is responsible emergency radio dispatching work. Work involves receiving requests for emergency police, fire and medical services and dispatching appropriate units in accordance with preestablished criteria.

Work is performed in accordance with the standard operating procedures of the police communication unit with the employees expected to exercise some independent judgment in handling specific cases but with unusual or difficult problems being referred to supervisory personnel on duty in the emergency service involved. Most decisions are controlled by established procedures but employees are expected to show initiative in dealing with unusual situations. Work of this class does involve many actions, the consequence of which, if improperly performed, could cause serious problems in terms of citizens' safety. The work requires knowledges that can be learned on-the-job but only with supervisory participation. Employees exercise no supervision over others, general direction is received from shift supervisor who also functions as a Dispatcher. Work originates primarily through telephone requests for emergency service and is reviewed in terms of timeliness, clarity of speech patterns, and the calmness and composure with which messages are transmitted.

Typical Examples of Work Performed

- Receives emergency calls concerning police services, accidents, injuries, fires, natural disasters, etc.
- Operates radio communication equipment to dispatch police patrol forces, firefighting apparatus, ambulances, rescue apparatus, etc.
- Monitors all radio transmissions on multiple frequencies and keeps track of the location of all dispatched vehicles.
- Operates teletype equipment to request information from the National Crime Information Center and other agencies, and also to input information.
- Monitors burglary alarm systems, radio communications from neighboring agencies, civil defense network systems, etc.
- Operates "CAD" (Computer Aided Dispatch) terminal.
- Maintains necessary logs and records.
- Performs related work as required.

Knowledges, Skills and Abilities

- Ability to acquire thorough knowledge of the standard dispatching procedures of the Roswell Police and Fire Department as well as the City's ambulance services.
- Ability to acquire considerable knowledge of the geography of the City of Roswell and surrounding Chaves County.
- Some knowledge of emergency medical measures to be taken in response to certain symptoms.
- Ability to learn moderately complex coding systems used in entering information and retrieving information from teletype and computer operated systems.
- Ability to remain calm in stressful situations.
- Ability to speak clearly in a well modulated voice during emergencies.
- Ability to deal with the public in a tactful and courteous manner.
- Ability to compile and maintain simple records and reports.
- Ability to type a minimum of 35 words per minute.
- Ability to perform multiple tasks.
- Ability to work under stressful conditions.
- Ability to establish and maintain effective working relationships with fellow employees and the general public.

Minimum Requirements of Education and Experience

- Graduation from a standard senior or vocational high school, and a work experience record that demonstrates reliability and maturity.
- Must be a legal resident of the U.S.
- Prior experience in public safety dispatching and some knowledge of computers is preferred.

Necessary Special Qualification

- Within one (1) year from date of hire must be certified as a Public Safety Telecommunicator by the New Mexico Law Enforcement Academy.
- Within one (1) year from date of hire must complete an Emergency Medical Dispatch course and become certified to give pre-arrival medical instructions.

Other Necessary Requirement

- Must be able to pass a rigid background investigation including work history, criminal records, driving records and other records deemed necessary. In order to be accepted into the NM Law Enforcement Academy, applicants cannot have any felony convictions. Nor can the applicant have a misdemeanor conviction within the last three (3) years.
- Must pass a pre-offer computer based typing test and written examination.
- Must pass a post-offer pre-employment psychological exam given by a City-designated psychologists.
- Must pass a post-offer pre-employment audiology exam given by a City-designated physician.
- Must pass a post-offer pre-employment drug screen administered by a City-designated facility.**

MUST SUBMIT THE "PRE-EMPLOYMENT RELEASE AND WAIVER" FORM WITH THE APPLICATION

**IF YOU REQUIRE SPECIAL ACCOMMODATIONS, PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT
AT CITY HALL, 425 N. RICHARDSON, (575) 624-6700, EXT. 268**